

Grace Ho

gracedh.design@gmail.com | <https://www.gracedh.com/> | +1 (248) 916-2680

EDUCATION

Pratt Institute

New York, NY

M.S. in Information Experience Design, GPA: 3.95/4.0

Aug 2024 – May 2026

- **Concentrations:** UX Design & Research
- **Notable Coursework:** Information Architecture & Interaction Design; Service Design; UX Design Systems; Usability Theory & Practice; Conversational UX Design; Extended Reality: UX for AR/VR; Advanced Usability

University of Michigan

Ann Arbor, MI

B.S. in Information, GPA: 3.62/4.0

Aug 2020 – May 2024

- **Concentrations:** Information Science (UX Research & Design), Minors in Creative Writing, Studio Art & Design
- **Notable Coursework:** HCI: Human Perception and Cognition; Web Design, Development, & Accessibility; UX & Games; Automotive & Mobility UI; Interaction Design Studio; Design Thinking (UVic Study Abroad)

WORK EXPERIENCE

Kinetik Healthcare Solutions

New York, NY

Product Manager Intern

Jun 2025 – Aug 2025

- Designed and pitched an AI model to predict member no-shows with calculated risk scores and supporting features
- Authored a Product Requirements Document and business case to define scope, impact, and value of the model
- Conducted market research on the NEMT industry and collected product metrics to inform product strategy
- Collaborated with the design team on UI improvements and contributed to product discussions with design expertise

Center for Digital Experiences at Pratt Institute

New York, NY

User Experience Consultant

Aug 2024 – May 2026

- Spearheaded interviews, surveys, and unmoderated and moderated usability tests to garner user insights for analysis
- Devised recommendations to improve user experience through journey mapping, personas, and mental models
- Developed high-fidelity prototypes and design documentation to present user experience recommendations to clients

Growing Hope

Ypsilanti, MI

Freelance UX Researcher & Designer

Aug 2023 – Sept 2024

- Conducted user interviews, surveys, cognitive walkthroughs, and A/B testing to collect stakeholder data
- Synthesized stakeholder data through data visualizations, personas, journey mapping to create design requirements
- Designed low, mid, and high-fidelity prototypes for a responsive, interactive map of affordable local food resources
- Implemented and adapted designs to client's Wordpress interface through a map making software

University of Michigan School of Information

Ann Arbor, MI

Instructional Aide

Oct 2022 – May 2024

- Graded assignments on web development through HTML, CSS, and JavaScript for 150 students every semester
- Managed a Learning Management System for both an undergraduate and graduate programming course
- Utilized a Project Management Software to support and communicate with instructors

INVOLVEMENT

- **Asian InterVarsity @ Michigan:** Co-President, Community Group & Large Group Leader, Graphics Team Head.
- **User Experience Professional Association (UXPA) @ Pratt:** General Member. Participated in career workshops.

SKILLS

Languages: HTML/CSS, Javascript, React, Python, MySQL

Tools: Figma, Adobe Illustrator, Adobe Photoshop, Adobe XD, Adobe InDesign, Wordpress, Microsoft Office, Google Suite, Userlytics, Qualtrics, Miro, Rhinoceros 3D, Procreate, Unity, Tobii

Design: Wireframing, Prototyping, Graphic Design, Web Development, Conversation Design, Accessibility, Responsive Design, Creative Writing, Vector Art

Research: Quantitative & Qualitative Data Analysis, Affinity Mapping, Storyboarding, Personas & Scenarios, Journey Mapping, Usability testing, Survey Design, Interview Design, Heuristic Evaluation, SWOT Analysis, Eye Tracking